Enterprise Incident Report July 2012
As of 8/1/2012

Board of Pardons and Parole

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - First Contact Resolution**		
			High	Low	FCR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	0 0	1 1	1 1
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 2	2 2
	Metro C Desktop Support	Ed Radke	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Chris Olson	1 0	1 1	2 1
		Cliff Jensen	0 0	3 3	3 3
		Reed Stohel	0 0	7 6	7 6
		Ross Owen	0 0	1 1	1 1
		Assigned to Individual Total	1 0	12 11	13 11
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 0	3 0

Board of Pardons and Parole

			High	Low	FCR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	0 0	3 0	3 0
	Assigned Group Total		1 0	18 13	19 13
Customer Company Total			1 0	18 13	19 13

Board of Pardons and Parole

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response		
			High	Low	MIR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 1	1 1
		Assigned to Individual Total	0 0	2 1	2 1
	Metro C Desktop Support	Ed Radke	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Chris Olson	1 0	1 0	2 0
		Cliff Jensen	0 0	3 0	3 0
		Reed Stohel	0 0	7 0	7 0
		Ross Owen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	12 0	13 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 0	3 0

Board of Pardons and Parole

			High	Low	MIR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	0 0	3 0	3 0
	Assigned Group Total		1 0	18 1	19 1
Customer Company Total			1 0	18 1	19 1

Board of Pardons and Parole

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 1.04	1 1.04
		Assigned to Individual Total	0 0.00	2 0.52	2 0.52
	Metro C Desktop Support	Ed Radke	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.88	1 0.00	2 0.44
		Cliff Jensen	0 0.00	3 0.00	3 0.00
		Reed Stohel	0 0.00	7 0.12	7 0.12
		Ross Owen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	1 0.88	12 0.07	13 0.13
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	3 0.16	3 0.16

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Board of Pardons and Parole

			High	Low	ATTIR Total
Board of Pardons and Parole	Voice Operations	Assigned to Individual Total	0 0.00	3 0.16	3 0.16
	Assigned Group Total		1 0.88	18 0.13	19 0.17
Customer Company Total			1 0.88	18 0.13	19 0.17

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Board of Pardons and Parole

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	2 0	2 0
	Metro C Desktop Support	Ed Radke	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Metro C Help Desk	Chris Olson	1 0	1 0	2 0
		Cliff Jensen	0 0	3 0	3 0
		Reed Stohel	0 0	7 0	7 0
		Ross Owen	0 0	1 0	1 0
		Assigned to Individual Total	1 0	12 0	13 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	3 0	3 0

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Board of Pardons and Parole

			High	Low	MR Total
Board of Pardons and Parole	Voice Operations	**Assigned to Individual Total**	0 0	3 0	3 0
	Assigned Group Total		1 0	18 0	19 0
Customer Company Total			1 0	18 0	19 0

Board of Pardons and Parole

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Board of Pardons and Parole	Help Desk	Julie VanBeekum	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 2.20	1 2.20
		Assigned to Individual Total	0 0.00	2 1.10	2 1.10
	Metro C Desktop Support	Ed Radke	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Metro C Help Desk	Chris Olson	1 0.88	1 0.00	2 0.44
		Cliff Jensen	0 0.00	3 0.00	3 0.00
		Reed Stohel	0 0.00	7 0.19	7 0.19
		Ross Owen	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	1 0.88	12 0.11	13 0.17
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	3 0.37	3 0.37

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Board of Pardons and Parole

			High	Low	ATTR Total
Board of Pardons and Parole	Voice Operations	**Assigned to Individual Total**	0 0.00	3 0.37	3 0.37
	Assigned Group Total		1 0.88	18 0.26	19 0.29
Customer Company Total			1 0.88	18 0.26	19 0.29

Board of Pardons and Parole

Detail

INC000000544050	Ann Galvan	Telecom	None	None	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.00
INC000000544060	Ann Galvan	Telecom	None	Telephone	TIR Missed: No	0.15
Voice Operations		Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Closed	TTR Missed: No	0.49
INC000000548221	Chandee Israel	Application	Error	None	TIR Missed: No	0.88
Metro C Help Desk		Chris Olson	Board of Pardons and Parole	High	Closed	TTR Missed: No	0.88
INC000000549825	Alan Walker	None	None	None	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000549964	Cathy Crawford	Application	Error	None	TIR Missed: No	0.84
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	1.35
INC000000550598	Melissa Stapley	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000550724	Julie K Brown	Telecom	Call/Receive	Telephone	TIR Missed: No	0.19
Voice Operations		Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.38
INC000000551609	Susanne Escobar	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000551625	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000551650	Wendy Rutherford	Application	Password	Utah Master Directory	TIR Missed: Yes	1.04
Help Desk		Vicky Marrelli	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	2.20
INC000000552167	Kym Chaplin	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000552235	Susanne Escobar	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk		Chris Olson	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000552803	Tatiana Karaivanova	Network	Virus	None	TIR Missed: No	0.00
Help Desk		Julie VanBeekum	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000553264	Cheri Prince	None	None	Novell GroupWise	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000553531	Ann Galvan	PC/Laptop	None	None	TIR Missed: No	0.00
Metro C Desktop Support		Ed Radke	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.00
INC000000554160	Julie K Brown	Telecom	Dial Tone	Telephone	TIR Missed: No	0.13
Voice Operations		Romanza Hamblin Sorensen	Board of Pardons and Parole	Low	Resolved	TTR Missed: No	0.24

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INC000000554198	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	0.00
INC000000554935	Susanne Escobar	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	0.00
INC000000554946	Kym Chaplin	Network	None	None	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Board of Pardons and Parole	Low	Resolved	TTR Missed:	No	0.00